

October 17, 2007

TO THE MEMBERS OF THE BROWN COUNTY BOARD OF SUPERVISORS

Ladies and Gentlemen:

The HUMAN SERVICES COMMITTEE met in regular session on October 1, 2007, and recommends the following motions:

1. Review minutes of:
 - a) Human Services Board (7/26/07).
 - b) Aging & Disability Resource Center (8/23/07).
 - c) Children with Disabilities Education Board (8/8/07).
 - d) Community Options Program Planning Cmte (8/27/07).
 - e) Community Options Program Appeals Cmte (8/27/07).
 - f) Veterans' Recognition Sub Committee (9/11/07).
 - g) Board of Health (6/12/07).
 - h) Homeless Issues & Affordable Housing Sub Cmte (9/18/07).Receive & place on file items a-h.
2. Presentation from Bay Area Community Counsel re: From Poverty to Self-Sufficiency Study (Phil Hauck, Bay Area Community Counsel Member). Hold until next month.
3. Communication from Supervisor Mary Scray re: Request to have Human Services Dept. adopt a policy which requires applicants for Services meet the same identity criteria as those used for issuing Pass Ports by the Brown County Clerk's Office. (Referred from September County Board.) To make higher standards such as picture IDs, certified birth certificates and actual social card (not a copy) to be able to apply for services. Ayes: 4 (Scray, Zima, Zabel, Evans); Nays: 2 (La Violette, Fewell). Excused: 1 (Van Deurzen). Motion Carried.
4. Communication from Supervisor Steve Fewell re: Have the County Board review the citation and update regarding the violation of the Brown County Nuisance Ordinance regarding odors. (Referred from September County Board.) Ask the Board of Health staff contact Allen Canning Company, Environmental Engineers, and Pulaski Village Board officials to attend the next Human Services meeting and have Board of Health actions be reviewed.
5. Communication from Supervisor Patrick M. Evans re: Request to move the Fraud Investigators from Human Services to the Sheriff's Department. (Referred from September County Board.)
 - a) Hold for one month. Ayes: 3 (Zima, La Violette, Scray); Nays: 3 (Evans, Fewell, Zabel); Excused: 1 (Van Deurzan). Motion Defeated.

Human Services Committee

October 17, 2007

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- b) Move the Fraud Investigators from Human Services Department to the Sheriff's Department. Ayes: 3 (Evans, Zabel, Scray); Nays: 3 (Fewell, La Violette, Zima); Excused: 1 (Van Deurzen). Motion Defeated.
6. Human Services Dept. - Report on Citizenship and Fraud Investigation. (From previous meeting.) Approve.
7. Human Services Dept. - Mental Health Center Request for Unit 7 RN. Approve.
8. Human Services Dept. - Mental Health Center Update & Statistics (August 2007). Receive & place on file.
9. Human Services Dept. - HSD Funding Request Status Log. Receive & place on file.
10. Human Services Dept. - Approval of New Contract Vendors. Approve.
11. Human Services Dept. - Approval of Non-Continuous Service Providers. Approve.
12. Human Services Dept. - Monthly Contract Update. Receive & place on file.
13. Human Services Dept. - Bellin Psychiatric Report (August 2007). Receive & place on file.
14. Human Services Dept. - Budget Status Financial Report for Mental Health Center (August 2007). Receive & place on file.
15. Human Services Dept. - Budget Status Financial Report for Community Programs. Receive & place on file.
16. Human Services Dept. - Director's report. Receive & place on file.
17. Aging & Disability Resource Center Revenue and Expense Report for August 31, 2007; Veterans' Dept. & Health Dept. Budget Status Financial Report for August 31, 2007. Receive & place on file.
18. Audit of bills. Pay the bills.

Approved by:

COUNTY EXECUTIVE

Date

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PROCEEDINGS OF THE BROWN COUNTY
HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the **Brown County Human Services Committee** was held on Monday, October 1, 2007 at 7:00 p.m. in Room 200 of the Northern Building – 305 East Walnut Street, Green Bay, Wisconsin



Present: Pat Evans, Guy Zima, Steve Fewell, Pat LaViolette, Mary Scray, Chris Zabel.

Excused: Joe VanDeurzen.

Also Present: County Executive Tom Hinz, Mark Quam, Diane Pivonka, Tom Eggebrecht. Supervisors Bernie Erickson, Harold Kaye. Other Interested Persons, News Media.

1. **Call Meeting to Order:**

The meeting was called to order by Chairman Pat Evans at 7:00 p.m.

2. **Approve/Modify Agenda:**

A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND SECONDED BY SUPERVISOR SCRAY TO APPROVE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

3. **Approve/Modify Minutes of September 5, 2007.**

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR SCRAY TO APPROVE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

4. **Review minutes of:**

- a) Human Services Board (7/26/07).
- b) Aging & Disability Resource Center (8/23/07).
- c) Children with Disabilities Education Board (8/8/07).
- d) Community Options Program Planning Cmte (8/27/07).
- e) Community Options Program Appeals Cmte (8/27/07).
- f) Veterans' Recognition Sub Committee (9/11/07).
- g) Board of Health (6/12/07).
- h) Homeless Issues & Affordable Housing Sub Cmte (9/18/07).

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR LAVIOLETTE TO RECEIVE AND PLACE ON FILE ITEMS A THROUGH H. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

Comments from Public/Such other matters as authorized by law.

5. There were no public comments.

Presentation

6. PRESENTATION FROM BAY AREA COMMUNITY COUNSEL RE: FROM POVERTY TO SELF-SUFFICIENCY STUDY (PHIL HAUCK, BAY AREA COMMUNITY COUNSEL MEMBER).

A MOTION WAS MADE BY SUPERVISOR ZABEL AND SECONDED BY SUPERVISOR SCRAY TO HOLD UNTIL NEXT MONTH. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

Communication

7. COMMUNICATION FROM SUPERVISOR MARY SCRAY RE: REQUEST TO HAVE HUMAN SERVICES DEPT. ADOPT A POLICY WHICH REQUIRES APPLICANTS FOR SERVICES MEET THE SAME IDENTITY CRITERIA AS THOSE USED FOR ISSUING PASS PORTS BY THE BROWN COUNTY CLERK'S OFFICE: (REFERRED FROM SEPTEMBER COUNTY BOARD.)

In response to Supervisor Scray's question as to how we correctly identify who is obtaining services through Brown County, Human Services Director Mark Quam replied the State instructs the Human Services Department to obtain only a copy of a birth certificate, a copy of a social security card and a picture ID or proof of identity. Quam explained that when you apply for services the social security number and birth certificate get funneled through the National Social Security Records and Wisconsin Birth Records computer verification system. If you provide phony information, the system will reject it. If you have an out-of-state birth certificate and no social security number, you are sent back to the Social Security office, and they will only accept an original or certified copy of your birth certificate. Quam added there is also an alien verification system the Feds have. If you are an immigrant, you have to be here under a legal status and it can be checked right at the computer. If you are not registered or certified in the system, and you are not here legally, you cannot get benefits.

A MOTION WAS MADE BY SUPERVISOR SCRAY AND SECONDED BY SUPERVISOR ZIMA TO MAKE HIGHER STANDARDS SUCH AS PICTURE IDS, CERTIFIED BIRTH CERTIFICATE, AND ACTUAL SOCIAL SECURITY CARD, NOT A COPY, TO BE ABLE TO APPLY FOR SERVICES. VOTE TAKEN. AYES: 4 (SCRAY, ZIMA, ZABEL, EVANS). NAYS: 2 (LAVIOLETTE, FEWELL). EXCUSED: 1 (VANDEURZEN). MOTION APPROVED 4 - 2

Supervisor Fewell requested the committee to refer this to Corporation Counsel because it needs to be known whether or not there is legal authority to make the motion, and you can not add to federal regulations.

Supervisor Evans agreed with Supervisor Fewell, however, he responded that Brown County employs a Corporation Counsel to refer if things are being done correctly. If the Federal Government wants to come in and tell us that we are doing things wrong, that will send a message that Brown County is trying to take pro-active steps.

8. COMMUNICATION FROM SUPERVISOR STEVE FEWELL RE: HAVE THE COUNTY BOARD REVIEW THE CITATION AND UPDATE REGARDING THE VIOLATION OF THE BROWN COUNTY NUISANCE ORDINANCE REGARDING ODORS: (REFERRED FROM SEPTEMBER COUNTY BOARD.)

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR SCRAY TO SUSPEND THE RULES FOR INTERESTED PARTIES TO SPEAK. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

Daniel Leahy, 129 4th Avenue, Pulaski

Mr. Leahy came forward to see what is being done regarding the issue. He would like someone from Allen Canning or a representative to at least address the long term plans. Leahy questioned how many more jobs Allen Canning has for the Pulaski and Brown County residents vs. how many more tons of products are being processed there because the funds of product costs are where the odors are coming from.

Robert Townsend, 210 4th Avenue, Pulaski

Mr. Townsend has called under the Brown County Odor Nuisance Ordinance on a number of occasions due to the overwhelming odor. If the odor is not present the time an inspector arrives a complaint is not filed. Townsend explained the odor is driving down property values. He is unable to sell his house due to the loss which has caused him to reinvest more money into his home. He stated there are four houses sitting for sale near his property and the bank owns three of them. The odor has also permeated into everything they own, clothes can't be hung out on the line and everything inside the house smells like the factory. Townsend questioned whether Allen Canning has paid any of their citations?

A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND SECONDED BY SUPERVISOR SCRAY TO RETURN TO REGULAR ORDER OF BUSINESS. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

John Paul from the Health Department provided a handout re: Allen Canning Company Odor Complaint (attached) and explained they have been dealing with the issues since 2006. Paul explained that complaints can be called anytime during the workday and after hours, an inspector will be sent out. When calling the Brown County Health Department, there is a recording that allows them to call an answering service. Those calls go to the appropriate sanitarians for a response. Paul stated that it was requested that an Allen Canning Co. spokesperson give them ideas to the improvements and or issues they have dealt with in the last two years and provided a handout re: Allens-Pulaski-Efforts & Investments in Odor Control (attached).

Supervisor Fewell questioned the results of the four citations. Paul explained that Allen Canning Co. made payments to the Pulaski Village rather than go through the citation system of the court. Fewell responded saying money is being put in a municipality of governmental leaders and leaving home owners to deal with problems and the issues are still not being addressed. Fewell wanted to find out what could be done legally to force this issue to get an outline of when this odor issue will be fixed. Paul explained they have to work within Chapter 38; they have to have three verifiable complaints in a specific time period before a

citation can be written. Fewell addressed the ordinance which states, the 3rd violation occurring in a 365 day period of the first violation described in subsequent violations penalty to be determined by the Brown County Board of Health. This could allow a sizeable fine to force Allen Co. to deal with the issue.

Judy Friederichs, Health Department Director, stated they have encouraged Allen Canning Co. to communicate with the neighbors by newsletter to let them know what has been done.

Supervisor Zima questioned, does the ordinance need to be reviewed and improved? The committee needs to ask staff to ask Corporation Counsel, what kind of ordinance we need to effectively deal with these kinds of problems. Paul believes it is a better ordinance than the one before but agrees that it could be improved.

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR LAVIOLETTE TO ASK THE BOARD OF HEALTH STAFF CONTACT ALLEN CANNING COMPANY, ENVIRONMENTAL ENGINEERS, AND PULASKI VILLAGE BOARD OFFICIALS TO ATTEND THE NEXT HUMAN SERVICES MEETING AND HAVE BOARD OF HEALTH ACTIONS BE REVIEWED. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

A MOTION WAS MADE BY SUPERVISOR ZABEL AND SECONDED BY SUPERVISOR FEWELL TO SUSPEND THE RULES AND HAVE INTERESTED PARTIES SPEAK. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

Ray Smith, 248 4th Avenue, Pulaski

Ray Smith believes the bottom line is Allen Canning is not a good neighbor, they moved in from out of state with an agenda never notifying local residents of their plans. Smith believes the smell is one small part of the issue.

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR ZIMA TO RETURN TO REGULAR ORDER OF BUSINESS. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

A MOTION WAS MADE BY SUPERVISOR ZIMA AND SECONDED BY SUPERVISOR ZABEL TO SUSPEND THE RULES TO MOVE ITEM #10 BEFORE ITEM #9. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

At this point the committee moved to item #10.

9. COMMUNICATION FROM SUPERVISOR PATRICK M. EVANS RE: REQUEST TO MOVE THE FRAUD INVESTIGATORS FROM HUMAN SERVICES TO THE SHERIFF'S DEPARTMENT: (REFERRED FROM SEPTEMBER COUNTY BOARD.)

A MOTION WAS MADE BY SUPERVISOR ZIMA AND SECONDED BY SUPERVISOR LAVIOLETTE TO HOLD FOR ONE MONTH. VOTE TAKEN. AYES: 3 (ZIMA, LAVIOLETTE, SCRAY). NAYS: 3 (EVANS, FEWELL, ZABEL). EXCUSED: 1 (VAN DEURZEN). MOTION DEFEATED

Supervisor Pat Evans stated until things are straightened out he will ask the Human Services committee and the County Board to move the fraud investigators to the Sheriff's Department. He would like to ask the Sheriff to speak regarding this issue. Evans explained he is very disappointed in what he has seen and hopes something can be done in the management areas.

Supervisor Fewell believes there is a deep problem but would like to hear the facts and have Tom Eggbrecht bring back a report showing if anyone illegal is receiving benefits. Fewell questioned whether a form can be created for the fraud to be reported; a copy would be kept by the economic support staff and also given to administration and the director of Human Services. This would eliminate reports from not getting to the investigators.

From the floor, Supervisor Kaye interjected that the agenda item was held for a month with the Public Safety committee to allow a chance to come back with some answers. Kaye believes sending the fraud investigators to the Sheriff's Department will not correct or accomplish anything.

Attorney Parins believes the problem is getting referrals and moving them to the Sheriff's Department will not solve issues because they will still be under the same rules and regulations under the Human Services Department. The move will add another level of bureaucracy to this which will hurt the fraud investigators in doing their jobs. Parins suggested continuing to work with Quam and if nothing gets done, the Bargaining unit will file a complaint or grievances to address the issues of hostile work environments to solve these problems.

Supervisor Zabel would like to get a report addressing 1) how fraud investigators will get referrals; 2) mileage issues; 3) work structure re: covering the office vs. time to be out investigating; 4) uncomfortable working situation.

A MOTION WAS MADE BY SUPERVISOR ZABEL AND SECONDED BY SUPERVISOR EVANS TO MOVE THE FRAUD INVESTIGATORS FROM HUMAN SERVICES TO THE SHERIFF'S DEPARTMENT. VOTE TAKEN. AYES: 3 (EVANS, ZABEL, SCRAY). NAYS: 3 (FEWELL, LAVIOLETTE, ZIMA). EXCUSED: 1 (VAN DEURZEN). MOTION DEFEATED

At this point the committee moved to item #11

Human Services Dept.
10. **REPORT ON CITIZENSHIP AND FRAUD INVESTIGATION: (FROM PREVIOUS MEETING.)**

Community Programs Director Tom Eggebrecht stated the Human Services Department may have not done an adequate job of trying to communicate to the committee what the procedures and issues are. He followed up with the committee with information on the Human Services agenda re: Economic Support Eligibility Determination and 2006 Fraud Activity.

A lengthy discussion ensued regarding this fraud investigation issue with committee members emphasizing the Human Services Department taking a proactive approach.

Quam responded to Supervisor Zima's question stating it is common in all counties that illegals will come in and identify themselves as illegal and explain they are applying for their child. After going back through all the policy manuals and guidance, it's very clear that he is not allowed to report anyone who is not legal stating it's over verification and confidentiality rules. Zima would like to know what we need to ask our Legislature or Congressman to change these policies.

Thomas Parins Jr., representative for the Paraprofessional Bargaining Unit which includes the fraud investigators within the Human Services Department reported that he spoke with Quam regarding issues in the department. Parins believes problems are from the economic support personnel on the line are not getting the correct training to identify the fraud or the aspects to make a referral. He also believes that many referrals are referred to management and don't get to fraud investigators. According to Parins, Quam has taken steps to set up meetings with the economic support line people, has spoke with the fraud investigators, and will keep in touch with Attorney Parins with status. Parins believes there are still issues within middle management regarding a hostile work environment and will continue to work with Quam on these issues as well.

County Executive Tom Hinz affirmed that points have been made at this meeting. Hinz continued that Quam has been here two weeks and has taken great initiative talking with staff.

From the floor, Supervisor Erickson interjected that he would like to see a Fraud Investigator / Department Head hired as a go between middle management and case workers. Parins agree with Supervisor Erickson stating if you had a person who is trained in fraud and managed the fraud investigators, that person could take the referrals from the workers and work with the fraud investigators to get more investigations done and also train the economic support employees.

**A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND
SECONDED BY SUPERVISOR SCRAY TO REQUEST THE STATE OF
WISCONSIN TO COME IN AND DO AN AUDIT OF THE ECONOMIC
SUPPORT DIVISION FOCUSING ON THE FRAUD INVESTIGATOR.
VOTE TAKEN. AYES: 3 (EVANS, SCRAY, ZABEL, ZIMA). NAYS: 1
(LA VIOLETTE). ABSTAIN: 1 (FEWELL). MOTION APPROVED 4-1.**

At this point the committee moved to item #9.

11. MENTAL HEALTH CENTER REQUEST FOR UNIT 7 RN:

Quam stated a resolution will be brought to the October meeting.

Supervisor Scray wanted it noted for the record that if the census remains low for an extended period of time, then the Mental Health Center would consider layoffs.

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR LAVIOLETTE TO APPROVE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

12. MENTAL HEALTH CENTER UPDATE & STATISTICS (AUGUST 2007):

Supervisor Zima wanted it noted for the record that for six straight months they averaged 24 in the psych unit.

Diane Pivonka, Mental Health Inpatient Services Director stated that they have used creative staffing, temporary agencies and overtime nurses to allow all potential out-of-county admissions on to Unit 7 currently but answering Supervisor Zima's question, they would have to turn people away if they only had 28 beds

A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND SECONDED BY SUPERVISOR SCRAY TO RECEIVE AND PLACE ON FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

13. HSD FUNDING REQUEST STATUS LOG:

A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND SECONDED BY SUPERVISOR FEWELL TO RECEIVE AND PLACE ON FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

14. APPROVAL OF NEW CONTRACT VENDORS:

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR LAVIOLETTE TO APPROVE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

15. APPROVAL OF NON-CONTINUOUS SERVICE PROVIDERS:

A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY SUPERVISOR ZIMA TO APPROVE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

16. MONTHLY CONTRACT UPDATE:

A MOTION WAS MADE BY SUPERVISOR ZABEL AND SECONDED BY SUPERVISOR LAVIOLETTE TO RECEIVE AND PLACE ON FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

17. BELLIN PSYCHIATRIC REPORT (AUGUST 2007):

A MOTION WAS MADE BY SUPERVISOR ZABEL AND SECONDED BY SUPERVISOR SCRAY TO RECEIVE AND PLACE ON FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.

18. BUDGET STATUS FINANCIAL REPORT FOR MENTAL HEALTH CENTER
(AUGUST 2007):

**A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND
SECONDED BY SUPERVISOR FEWELL TO RECEIVE AND PLACE ON
FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.**

19. BUDGET STATUS FINANCIAL REPORT FOR COMMUNITY PROGRAMS:

**A MOTION WAS MADE BY SUPERVISOR LAVIOLETTE AND
SECONDED BY SUPERVISOR SCRAY TO RECEIVE AND PLACE ON
FILE. VOTE TAKEN. MOTION CARRIED UNANIMOUSLY.**

20. DIRECTOR'S REPORT:

Quam reported on the following items:

- a) He has 60% of people in the Sophie Beaumont building scheduled for one-on-one management analysis interviews plus the Mental Health staff in the outpatient areas; community programs, CSP. He will eventually interview the Mental Health Center and shelter care.
- b) The Human Services staff has been involved with the discussions for replacement of the C.O.T.s Program. A building has been lined up across from the old N.E.W. Shelter. The Human Services Department will assign staff time to go to the shelter and provide case management to alcoholics.

**A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED
BY SUPERVISOR SCRAY TO RECEIVE AND PLACE ON FILE. VOTE
TAKEN. MOTION CARRIED UNANIMOUSLY.**

Aging & Disability Resource Center Revenue and Expense Report for August 31, 2007. No other agenda items.

Veterans' Dept. Budget Status Financial Report for August 31, 2007 attached. No other agenda items.

Health Department Budget Status Financial Report for August 31, 2007 attached. No other agenda items.

Syble Hopp School No agenda items

**A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY
SUPERVISOR LAVIOLETTE TO RECEIVE AND PLACE ON FILE. VOTE
TAKEN. MOTION CARRIED UNANIMOUSLY.**

Other

21. AUDIT OF BILLS:

**A MOTION WAS MADE BY SUPERVISOR FEWELL AND SECONDED BY
SUPERVISOR LAVIOLETTE TO PAY THE BILLS. VOTE TAKEN. MOTION
CARRIED UNANIMOUSLY.**

**Motion made by Supervisor Fewell and seconded by Supervisor LaViolette
to adjourn at 10:53 p.m. MOTION APPROVED UNANIMOUSLY**

Respectfully submitted,

Alicia Loehlein
Recording Secretary

**Allen Canning Company
Odor Complaints**

2006:

Total 68

Month

Total Complaints

July	38
August	15
September	14
October	1

Citations: July 21, 2006; July 25, 2006; August 21, 2006

2007:

Total 35

Month

Total Complaints

July	4
August	19
September	12

Citations: August 31, 2007

Paul_JH

From: Nowak_LJ
Sent: Monday, October 01, 2007 11:01 AM
To: Paul_JH
Subject: FW: Allens - Pulaski - Efforts & Investments in Odor Control

Here it is.

-----Original Message-----

From: Laura Mushinski [mailto:lmushinski@allens.com]
Sent: Tuesday, September 04, 2007 11:20 AM
To: Nowak_LJ
Cc: Tom Wojcik; Joe Beckers; Earl Wells
Subject: Allens - Pulaski - Efforts & Investments in Odor Control

Mr. Nowak –

I've spoken to Tom Wojcik at our facility in Pulaski and understand that it would be helpful to provide some information about the efforts and investments that Allens has made in their treatment system with respect to odor control. As you will see from the list, the efforts have been substantial. I am hopeful that we have improved the situation from prior years.

- 1) Allens hired a Green Bay environmental engineering and consulting firm to conduct a complete assessment of the system. This work was completed in early 2007. The initial cost of this assessment was in the range of \$80,000, but several additional items were added on during the course of the project. A team of chemical engineers and wastewater engineers conducted this detailed assessment, and were assisted by chemical treatment and equipment experts.
- 2) As a result of the assessment, over \$300,000 in improvements were made prior to operating the system in 2007. The improvements included automated controls, chemical water treatment, re-designed equipment, extensive written operating procedures and trouble-shooting guides, enhanced treated water controls, etc.
- 3) To provide a framework for successful operation, Allens also elected to contract the engineering firm's staff to operate the system, on a 24/7 basis. The premium hourly rate for this engineering firm staff is over 3 times typical rates for in-house operators.
- 4) A deodorizer system has been in place and operated for the equalization tanks.
- 5) Wastewater is routinely removed from the equalization tanks and land spread and/or spray irrigated.
- 6) Allens continues to assess other options for wastewater handling that would improve odors.

As I am sure you are aware from handling odor complaints for the county, it is often difficult to respond to subjective odor issues when the resources available to you are engineered and/or technical solutions. I personally have tried to determine from the comprehensive operating data that we are collecting on a daily basis what results in an odor complaint versus periods when odor was minimal. I have not been able to figure out what exactly triggers the odor complaints. But, I can assure you, we have responded to each complaint with the tools we have available, from increasing the use the deodorizer to emptying the tanks to start the system anew. I think these efforts have resulted in an improvement over prior years, but we recognize the need to address the

10/1/2007

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continuing concerns.

If you have questions, please contact me. Thank you.

Laura J. Mushinski, CHMM | Director - Environmental Quality | Allens, Inc.

PO Box 250 | 305 East Main St. | Siloam Springs, AR 72761

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